



*Disney*

-LOOK-

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CLASSIC MAGIC

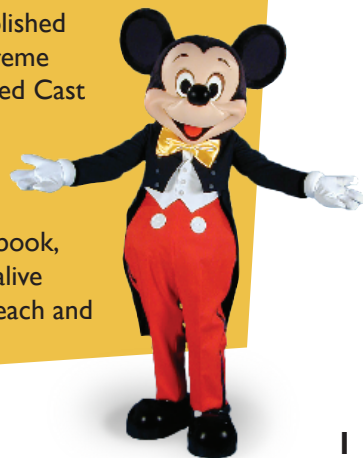


**Since Disneyland® Park opened in 1955**, our Guests have treasured the elements that set our Disney theme parks and resorts apart – the cleanest venues, the friendliest Cast Members and the most exceptional show. A big part of that show is you, with your quick smile, your eagerness to help, and your willingness to maintain the Disney Look that our Guests have come to associate with our very special brand.

As a Cast Member at the *Disneyland® Resort*, the *Walt Disney World® Resort* or Disney Vacation Club property, you are a personal representation of the Disney tradition of excellence. Our themed costumed Cast Members are a critical part of enhancing the experience of our Disney show, and our non-costumed Cast Members also play an important role as representatives of the Disney brand. Regardless of your role, when you take pride in your appearance, you become a role model for those around you, and you convey the attitude of excellence that has become synonymous with the Disney name. The Disney Look in conjunction with The Four Keys Basics – Safety, Courtesy, Show and Efficiency ensure Walt Disney's vision for a great Guest experience.

The Disney Look is a classic look that is clean, natural, polished and professional, and avoids “cutting edge” trends or extreme styles. It is designed with our costumed and non-costumed Cast Members in mind.

The following guidelines have been developed to establish consistency and to maintain the quality and integrity of the Disney brand. As you read this handbook, remember that you are the key to keeping our heritage alive and creating an unparalleled experience for our Guests each and every day.



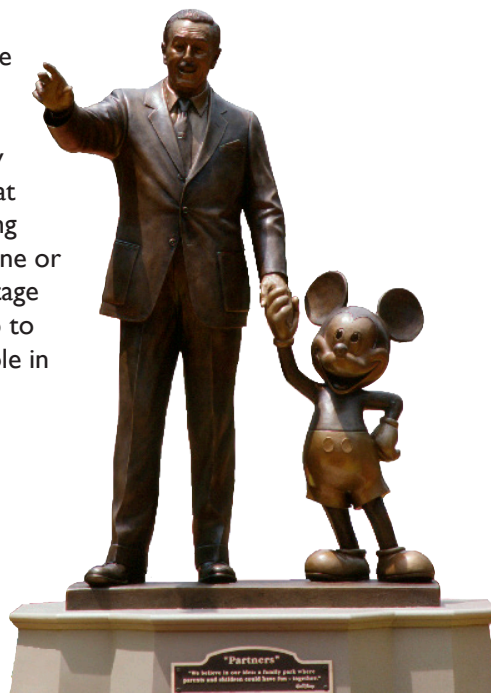
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# Good Judgment and Stage Presence

The Disney Look appearance guidelines present a standard to be upheld by all Cast Members to ensure the best show to our Guests. The expected behavior of each Cast Member is to be courteous, conscientious and exhibit good judgment at all times to benefit the organization, fellow Cast Members, and Guests. For this reason, if you are ever in doubt about the appropriateness of your appearance, please keep in mind that anything that could be considered distracting or not in the best interest of our Disney show will not be permitted.

No matter where you work or what your role is, anytime you are in a public area, you are onstage. Your attitude and performance are direct reflections on the quality of our Disney show. Often, it's the seemingly little things that detract from our Guests' enjoyment – chewing gum, having poor posture, using a cellular phone or frowning. Of course, smoking and eating onstage are also strictly prohibited. All of this adds up to one of the most important aspects of your role in our show: good stage presence.



# Guidelines for All Cast Members

## COMPANY IDENTIFICATION CARDS

To help ensure the safety and security of our Guests and Cast Members, all Cast Members are required to follow the policy below regarding company ID cards.

**Costumed Cast:** Cast Members in costume must have their company ID with them at all times. Your role and costume will dictate the location of your ID and how it should be worn.

**Non-costumed Cast:** Cast Members who are not wearing a costume are required to visibly wear their company photo ID card in backstage areas at all times. Non-costumed Cast Members are not required to wear their company ID while onstage but may choose to do so for convenience. Your company ID may be worn on a pin-trading lanyard or conservative-style solid black lanyard that is free from words or logos. Black lanyards that have a cloisonné Character attachment are also permitted. As a reminder, nametags, buttons, etc. are not permitted on the lanyard.

**Photo ID Requirement:** Cast Members with a company ID card that does not include a photo must be prepared to show secondary photo identification (driver's license, state identification card, etc.) in conjunction with their company ID card.

## EYEWEAR

Sunglasses are a block to interpersonal communication with Guests and should be avoided if possible. Only sunglasses that allow your eyes to be seen are permitted. No mirrored or dark, opaque lenses are allowed. Sunglasses are not to be worn at night, in dark areas or indoors. Cast Members should remove sunglasses when engaging in extended interactions with a Guest. Sunglasses should not be visible when not in use.



The frames and lenses of both prescription eyeglasses and sunglasses should be a conservative color and style with only minimal contrasting logos. Eyeglasses and sunglasses should not detract from the costume or contradict the theme of the show.

If colored or tinted contact lenses are worn, the resulting eye color must be natural-looking. Decorated lenses are not permitted, nor are any looks that would be considered distracting or not in the best interest of our Disney show.

## **BODY MODIFICATION OR ALTERATION**

Intentional body modification or alteration for the purpose of achieving a visible, physical effect that disfigures, deforms or similarly detracts from a professional image is prohibited. Examples include, but are not limited to: visible tattoos, brands, body piercing (other than traditional ear piercing for females), tongue piercing or splitting, tooth filing, earlobe expansion and disfiguring skin implants.

Tattoos must be discreetly and completely covered at all times. Jewelry, spacers, retainers or plugs are not permitted in any body piercing while working.

## **PERSONAL HYGIENE**

Due to close contact with Guests and fellow Cast Members, regular bathing; frequent hand washing; clean, neat hair; and the use of an antiperspirant or deodorant is required. For the same reasons, the use of strong, heavy scents and fragrances is not permitted.



## NAMETAGS, PINS AND BUTTONS

We are a first-name organization. Your nametag should be worn with pride in an upright, readable position on the upper left shoulder area of the outermost layer of clothing. Based on costume design, this placement may occasionally vary. Please check with your area leader for clarification. Nametags should not be worn on lanyards, ties, hats, waistbands or on shirt or blouse collars.

Nametags should be kept in good show condition with no visible chips or scratches.

All names on company nametags shall be the Cast Members' full, legal, first or middle name or a derivative of their name. Cast Members are permitted to have their hometown city and state or country engraved on the nametag. Participants in the College Program may choose to have the name of their college or university in place of their hometown.

Cast Members with additional language skills may participate in the Language Program. Language Program participants may receive a special nametag that can identify multiple languages spoken.

Please refer to The Walt Disney Legacy Award module on The Hub to access the current policy for wearing the Legacy Award nametag and pin.

All Cast Members have the option of wearing their most recent service pin, site-specific recognition pin, and/or *Walt Disney World*® 1971 Opening Team pin on their nametags, in addition to any approved language flags. Stickers or other decorations are not permitted on the nametag or costume.

Cast Members may wear up to two separate approved pins/buttons directly on the costume. Cast Members should wear these pins opposite the nametag, although this placement may occasionally vary. Any request to allow a pin or button to be worn on the costume must be approved in advance by the Cast Image and Appearance team.



## PERSONAL PROTECTIVE EQUIPMENT

Personal protective equipment (PPE) may be required to safely perform your role. This could include, but is not limited to items such as safety vests and safety glasses. Please remember to maintain the Disney Look while wearing personal protective equipment. For additional information see your leader or the Walt Disney Parks and Resorts Safety module on The Hub.

## UNDERGARMENTS

Cast Members are required to wear appropriate undergarments at all times. Patterned or colored undergarments that are visible when worn under light-colored costumes or business attire are not permitted. Undergarments should not be visible at any time.

Costumed Cast Members may wear a solid white crewneck or V-neck undershirt under costumes with a traditional neckline. Undershirts should be only minimally visible at the neckline and should not extend past the sleeves. Non-costumed Cast Members may wear any solid color undershirt that is complementary to the outfit.



# Medical and Religious Accommodations

## MEDICAL ACCOMMODATION REQUESTS

- Reasonable accommodations are provided to Cast Members under the Disney Look for medical restrictions.
- A Cast Member may request a medical accommodation by completing and sending to Ability Management a completed Request for Medical Accommodation in Employment form and a Physician's Certification for Employee Accommodations. These forms are available on WDPR's intranet (The Hub).
- Ability Management will evaluate the information provided, and manage the process to provide a timely response to the Cast Member.
- Ability Management is available to discuss any questions or concerns the Cast Member may have.

## RELIGIOUS ACCOMMODATION REQUESTS

- Reasonable accommodations are provided to Cast Members under the Disney Look for sincerely-held religious beliefs.
- A Cast Member may request a religious accommodation by completing and sending to Employee Relations a Religious Accommodation Request form that is available on WDPR's intranet (The Hub).
- Employee Relations will meet with the Cast Member to determine the Cast Member's specific, individual needs and will manage the process to provide a timely response to the Cast Member.
- Employee Relations is available to discuss any questions or concerns the Cast Member may have.

# **Guidelines for All Female Cast Members**

## **FINGERNAILS**

Fingernails should be clean. If polish is used, it should be an appropriate, neutral color. This includes deeper, richer shades of polish. Polishes that are not permitted include: black, gold, silver, multicolored or neon. Charms or decals on fingernails are not permitted. Fingernails should not exceed one-fourth of an inch (approximately 6 mm) beyond the fingertip.

## **HAIRSTYLING**

Here are the Disney Look guidelines for hairstyles:

- Hair should be neatly combed and arranged in a classic, easy-to-maintain style. Extreme styles are not permitted.
- Hair below shoulder length should be confined if it falls forward over the face or covers the nametag while working.
- Conservative braided hairstyles without beads or ornamentation are permitted.
- Hair products may be used to create a soft, natural hairstyle within these guidelines.
- Shaving of the head or any portion of the head or eyebrows is not permitted.
- Artificial hair is permitted if it looks natural and meets all of the above requirements.

## **HAIR COLORING**

The Disney Look does not permit extremes in dyeing, bleaching or coloring. If the hair color is changed, it must be natural-looking and well maintained. Subtle highlighting or frosting is permitted, as long as it creates a uniform look over the whole head and meets all of the previously listed guidelines.

## **MAKEUP**

If makeup is worn, it should be applied in a blended manner and in appropriate, neutral colors.

# Guidelines for Costumed Females

## COSTUMES

Costumes should be clean and neat at all times. If a costume change becomes necessary during your shift, you should report immediately to your Costuming location after consulting with your leader. Costumes must be worn as they are designed. For example, they should not be worn too loose, too tight, low on the hips, etc. Any questions pertaining to the fit of a costume should be addressed with Costuming to make sure the appearance meets the requirements for the Disney Look.

As a reminder, you are responsible for the proper care and handling of all costume pieces issued to you. Costumes issued to you remain the property of the company and must be returned in good condition upon request or at the time of separation or transfer.

When wearing a costume off property, remove your nametag and do not wear your costume for personal use. Your costume is not to be worn when visiting Disney property as a Guest.

## ENTERTAINERS

If the authentic portrayal of a role requires deviation from the Disney Look appearance guidelines, the deviation must be approved by the Vice President of Creative Entertainment and notification made to the Vice President of Employee Relations and Director of Creative Costuming. Such approval must be documented with the Cast Image and Appearance team. Otherwise, entertainers must adhere to the appearance guidelines set forth in the Disney Look policy. If the performer is cross utilized or transferred to a different role, this approved deviation no longer applies to that performer. All performers in the same role will need to be documented separately.



## FOOTWEAR

The required shoes for a costumed area differ based on the role and the theming of the costume. Before buying work shoes or hosiery, Cast Members should check the Costuming module on The Hub or with their leaders to ensure proper style and color.

It is recommended that Cast Members wear slip-resistant rubber-soled shoes in all areas as a safety precaution. Approved shoes and socks are required the first day in costume.

Cast Members are responsible for ensuring shoes are kept clean and in good repair at all times.

Dress shoes must be solid in color with no contrasting logos or markings and made of a polishable material such as leather.

Athletic shoes must be solid in color with no contrasting logos. For specific guidelines, please check the Costuming module on The Hub.

## HAIR CONFINEMENT AND ACCESSORIES

In keeping with the Disney Look and costume theming, the following guidelines for hair accessories apply:

- Accessories no larger than one inch (approximately 2.5 cm) wide and four inches (approximately 10 cm) long are acceptable. Headbands, hair ribbons or hair ties are acceptable, provided that they are no wider than one inch (2.5 cm).
- Accessories must be a neutral color (silver, gold, tortoiseshell, black, clear or pearl) or a solid color that matches the costume.
- No more than three small accessories may be worn at once.



## HEADWEAR

The only head coverings that may be worn are those issued by Costuming as part of the costume. Check with Costuming for the proper positioning of headwear.

## JEWELRY

- Rings, earrings and a business-style wristwatch are permitted.
- Watch bands must be black, white, brown, silver or gold tone and should have only minimal ornamentation.
- Visible necklaces, bracelets, ankle bracelets and toe rings are not permitted. A visible standard medical-alert necklace, bracelet or ankle bracelet is acceptable.
  - Earrings must be a simple, matched pair in gold, silver or a color that matches the costume. One earring in each ear is permitted. Earrings may be clip-on or pierced, post, hoop or dangle and must be worn on the bottom of the earlobe. Earrings may not exceed the size of a quarter.
  - Only one ring on each hand is permitted, with the exception of a wedding set. A ring may be worn on any finger.



## PERSONAL ELECTRONIC DEVICES

Personal cellular phones and other digital assistants may not be used onstage during work hours. These items must be concealed from view and operated on silent mode if carried. Company-issued cellular phones will be allowed if they are required for a specific business need.

# Guidelines for Non-Costumed Females

*To maintain the Disney image of excellence, clothing should be clean, neatly pressed and fit properly. Clothing should not appear too tight, too baggy, faded or in need of repair. Remember anything that could be considered distracting is not in the best interest of our Disney show.*

## BUSINESS ATTIRE

- Professional options for females include: dress pants with a blouse or sweater, a skirted or pants suit, a dress with or without a jacket, and business-style walking shorts with a blouse and jacket or vest.
- A blazer or suit may be required at certain times, depending on your work location and the nature of your role. Check with your area leader for more information.
- Sleeveless tops and dresses are permitted provided the sleeve width is no less than three inches (approximately 7.6 cm). Tank tops, spaghetti straps and other casual styles are not acceptable.
- Business-style, mid-calf capri pants are permitted. Cotton twill, cargo, leggings or other casual styles of capri pants do not present a business image and are therefore not permitted.
- Cotton twill pants or khakis are permitted only if they are neatly pressed, creased and appear to be professionally laundered.
- Non-costumed Cast Members are permitted to wear a short- or long-sleeved oxford-style dress shirt with a property-specific embroidered logo. A blazer is optional.
- In addition to the options above, non-costumed women working in Sports and Recreation at the Walt Disney World® Resort are permitted to wear dress or golf-style shorts no shorter than three inches (7.6 cm) above the top of the knee. Shorts may be paired with a professional-style blouse (as detailed above) or with a neat, well-maintained polo or golf-style shirt. Shorts are not permitted for office-based Cast in this area.

- The following clothing options are not permitted: polo or golf-style shirts (except for Sports and Recreation Cast), cargo-style pants, t-shirts, sundresses, leggings, casual shorts, wrap-around shorts, one-piece rompers and garments made of denim fabrics.
- Winter jackets and coats should present a professional appearance and should be made of fabrics traditionally acceptable in business. Good fabric choices are wool, leather and microfiber. Fabrics such as denim, nylon, satin and other casual fabrics would not meet these guidelines.

## **CLOTHING LENGTHS**

Dress and skirt lengths may range from three inches (7.6 cm) above the top of the kneecap bone to the bottom of the ankle. The length of shorts should be from the top of the kneecap bone to three inches (7.6 cm) above the top of the kneecap bone. Slits in skirts, kick pleats, and buttoned or snapped closures should not exceed five inches (12.7 cm) above the middle of the knee. Pants should be long enough to touch the bottom of the ankle.

## **FABRICS AND PATTERNS**

Fabrics should be those traditionally acceptable for business, such as: tweed, wool, cotton, polyester, silk, linen, rayon or blends of these fibers. Unacceptable fabrics include: spandex, gauze, metallic fabrics, sheer fabrics, clinging knits and denim. Patterns that contain large graphics, large company and non-company logos, and styles or patterns that suggest extremely casual attire are not permitted. Sportswear is not permitted.





## **FOOTWEAR**

Dress shoes or boots in good business taste are required. Dress shoes are permitted to have an open toe, open heel and/or sling back. Athletic shoes, sandals and Western boots are not permitted.

Hosiery is optional for non-costumed female Cast Members. If hosiery is worn, it should be sheer or opaque hosiery in subdued shades.

## **HAIR ACCESSORIES**

Hair accessories should be conservative and coordinate with the outfit.

## **HEADWEAR**

Non-costumed Cast Members, while working outdoors only, may wear hats made of natural materials, such as straw, with a small brim for protection from the sun. Hats should be a simple style, solid tan or brown in color. Hatbands must be a solid color similar to the color of the hat. Baseball caps are not permitted.

For questions regarding headwear, please contact your leader.

## **JEWELRY**

- Rings, necklaces, bracelets, earrings, lapel pins and a business-style wristwatch are permitted. A pin, brooch or scarf clip in good business taste also is acceptable.
- Watch bands must be black, white, brown, silver or gold tone and should have only minimal ornamentation.
- Two necklaces and two bracelets in good business taste that coordinate with the outfit and each other are permitted.
- Ankle bracelets and toe rings are not permitted.
- One earring in each ear is permitted. It must be a simple, matched set. Earrings may be clip-on, pierced, hoop or dangle, and they must be worn on the bottom of the earlobe. Earrings may extend up to two inches (approximately 5 cm) from the bottom of the earlobe.
- Only one ring on each hand is permitted, with the exception of a wedding set. A ring may be worn on any finger.

# **Guidelines for All Male Cast Members**

## **FACIAL HAIR**

For all male Cast Members a fully grown in, well-maintained mustache, beard, or goatee is permitted unless otherwise restricted by regulatory codes and standards. Facial hair must be neatly trimmed and may not present an unkempt appearance. Extreme styles are prohibited.

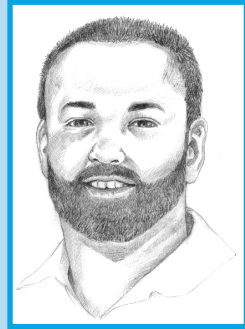
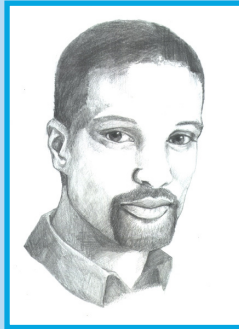
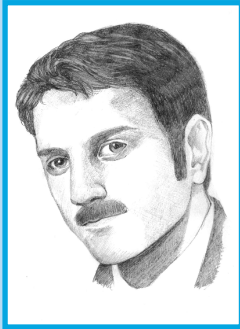
- All facial hair (beards, goatees and mustaches) must create an overall neat, polished and professional look.
- All facial hair must be fully grown in, neatly groomed and well maintained at one-fourth of an inch (approximately 6mm) in length.
- Mustaches may extend below the corners of the mouth to meet with the facial beard.
- Shaping the mustache or beard to a particular style is not permitted.
- Mustaches (without facial hair) must not extend onto or over the upper lip and must extend to the corners of the mouth, but not beyond or below the corners.
- A well-groomed beard has a defined cheek line and neckline which is trimmed neatly. The neck must be shaven.
- A non-shaven stubble beard is not acceptable.

Aside from approved styles, Cast Members are expected to be clean-shaven every day. For clarification on whether facial hair is acceptable, please consult your area leader. Entertainment Cast Members, please consult your local Management for approval. If additional assistance is needed, contact the Cast Image and Appearance team.

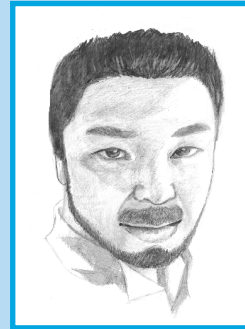
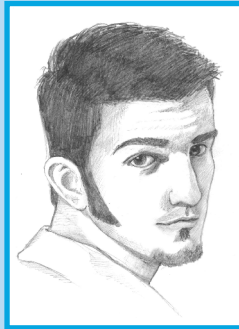
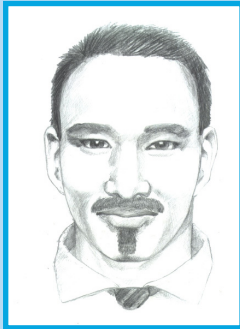
## **FINGERNAILS**

Clean, presentable fingernails are a must. Fingernails should not extend beyond the tip of the finger.

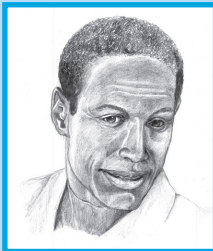
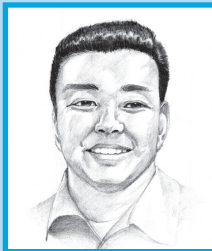
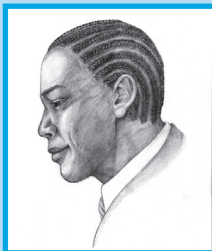
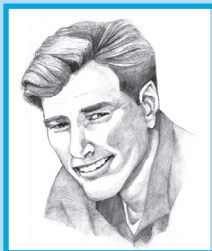
## Acceptable Facial Hair



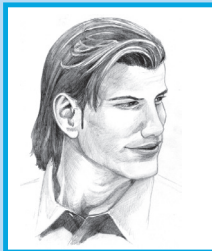
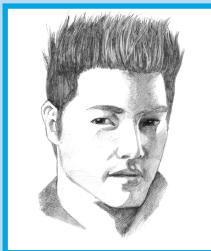
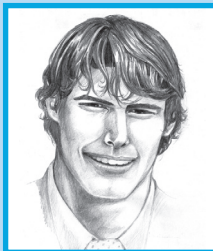
## Unacceptable Facial Hair



## Acceptable Hairstyles



## Unacceptable Hairstyles



## HAIRSTYLING AND SIDEBURNS

Here are the Disney Look guidelines for hairstyles:

- Hair must be neatly cut on the back and sides, forming a smooth, symmetrical appearance so that it does not extend beyond or cover any part of the ears or the shirt collar. The overall style must be neat, natural and balanced proportionally.
- A shaved head is permitted, as well as a very short military-style cut. Shaving of the eyebrows is not permitted.
- Conservative braided hairstyles for males without beads or ornamentation are permitted. They must be styled above the ears, cut above the collar and be neatly braided close to the scalp in straight rows.
- Tucking hair behind the ears, or pinning or tucking it under a hat to conceal an unacceptable hairstyle, is not permitted.
- Extreme or bi-level styles are not permitted.
- Hair products may be used to create a soft, natural hairstyle within these guidelines.
- Artificial hair is permitted if it looks natural and meets all of the above requirements.
- Sideburns should be neatly trimmed, straight and even in width, and are permitted to extend to the bottom of the earlobe. They should blend naturally from the hairline and from the length of hair on the head.
- Flares, muttonchops or pencil-thin sideburns are not permitted.

## HAIR COLORING

The Disney Look does not permit extremes in dyeing, bleaching or coloring. If hair color is changed, it must be natural-looking and well maintained. Subtle highlighting or frosting is permitted as long as it creates a uniform look over the whole head and meets all of the previously listed guidelines.

# Guidelines for Costumed Males

## COSTUMES

Costumes should be clean and neat at all times. If a costume change becomes necessary during your shift, you should report immediately to your Costuming location, after consulting with your leader. Costumes must be worn as they are designed. Any questions pertaining to the fit of a costume should be addressed with Costuming to make sure the appearance meets the requirements for the Disney Look.

As a reminder, you are responsible for the proper care and handling of all costume pieces issued to you. Costumes issued to you remain the property of the company and must be returned in good condition upon request or at the time of separation or transfer.

When wearing a costume off property, remove your nametag and do not wear your costume for personal use. Your costume is not to be worn when visiting property as a Guest.

## ENTERTAINERS

If the authentic portrayal of a role requires deviation from the Disney Look appearance guidelines, the deviation must be approved by the Vice President of Creative Entertainment and notification made to the Vice President of Employee Relations and Director of Creative Costuming. Such approval must be documented with the Cast Image and Appearance team. Otherwise, entertainers must adhere to the appearance guidelines set forth in the Disney Look policy. If the performer is cross utilized or transferred to a different role, this approved deviation no longer applies to that performer. All performers in the same role will need to be documented separately.

## FOOTWEAR

The required shoes for a costumed area differ based on the role and the theming of the costume. Before buying work shoes and socks, Cast



Members should check the Costuming module on The Hub or with their leaders to ensure proper style and color.

It is recommended that Cast Members wear slip-resistant rubber-soled shoes in all areas as a safety precaution. Approved shoes and socks are required the first day in costume.

Cast Members are responsible for ensuring shoes are kept clean and in good repair at all times.

Dress shoes must be solid in color with no contrasting logos or markings and made of a polishable material such as leather.

Athletic shoes must be solid in color with no contrasting logos. For specific guidelines, please check the Costuming module on The Hub.

### HEADWEAR

The only head coverings that may be worn are those issued by Costuming as part of the costume. Check with Costuming for proper positioning of headwear.

### JEWELRY

- Rings, a small tie tack, and a business-style wristwatch are permitted.
- Watch bands must be black, white, brown, silver or gold tone and should have only minimal ornamentation.
- Visible necklaces, bracelets and ankle bracelets are not permitted. A visible standard medical-alert necklace, bracelet or ankle bracelet is acceptable.
- Only one ring on each hand is permitted. A ring may be worn on any finger.
- Earrings are not permitted.

### PERSONAL ELECTRONIC DEVICES

Personal cellular phones and other digital assistants may not be used onstage during work hours. These items must be concealed from view and operated on silent mode if carried. Company-issued cellular phones will be allowed if they are required for a specific business need.



# Guidelines for Non-Costumed Males

*To maintain the Disney image of excellence, clothing should be clean, neatly pressed and fit properly. Clothing should not appear too tight, too baggy, faded or in need of repair. Remember anything that could be considered distracting is not in the best interest of our Disney show.*

## BUSINESS ATTIRE

- Professional options for males include: dress trousers and a short- or long-sleeved professional dress shirt are required. Shirts must be tucked in, with the exception of camp-style dress shirts and sweaters specifically tailored otherwise.
  - A tie, sport coat or suit may be required at certain times, depending on your work location and the nature of your role. Check with your area leader for more information.
  - Cotton twill trousers or khakis are permitted only if they are neatly pressed, creased and appear to be professionally laundered.
  - Non-costumed Cast Members are permitted to wear a short- or long-sleeved oxford-style dress shirt with a property-specific embroidered logo. Sport coats, blazers and ties are optional.
  - In addition to the options above, non-costumed men working in Sports and Recreation at the Walt Disney World® Resort are permitted to wear dress or golf-style shorts no shorter than three inches (7.6 cm) above the top of the knee. Shorts may be paired with a professional-style shirt (as detailed above) or with a neat, well-maintained polo or golf-style shirt. Shorts are not permitted for office-based Cast in this area.
  - The following clothing options are not permitted: polo or golf-style shirts (except for Sports and Recreation Cast), cargo-style trousers, t-shirts and garments made of denim fabrics.
  - Winter jackets and coats should present a professional appearance and should be made of fabrics traditionally acceptable in business. Good fabric choices are wool, leather and microfiber. Fabrics such as denim, nylon, satin and other casual fabrics would not meet these guidelines.





## FABRICS AND PATTERNS

Fabrics should be those traditionally acceptable for business, such as: tweed, wool, cotton, polyester, silk, linen, rayon or blends of these fibers. Unacceptable fabrics include: spandex, metallic fabrics, sheer fabrics, clinging knits, and denim. Patterns that contain large graphics, large company and non-company logos, and styles or patterns that suggest extremely casual attire are not permitted. Sportswear is not permitted.

## FOOTWEAR

Dress shoes and socks in good business taste are required. Sandals, athletic shoes, Western boots and deck shoes are not permitted.

## HEADWEAR

Non-costumed Cast Members, while working outdoors only, may wear hats made of natural materials, such as straw, with a small brim for protection from the sun. Hats should be a simple style, solid tan or brown in color. Hatbands must be a solid color similar to the color of the hat. Baseball caps and visors are not permitted.

For questions regarding headwear, please contact your leader.

## JEWELRY

- Lapel pins, tie bars or clips, collar bars, cufflinks, rings, a bracelet, a necklace and a business-style watch are permitted.
- Watch bands must be black, white, brown, silver or gold tone and should have only minimal ornamentation.
- One bracelet and one necklace, in good business taste, in gold, silver or a color that coordinates with your clothing is permitted. The width of the bracelet may not exceed one-half inch (1.3 cm). Ankle bracelets are not permitted.
- Only one ring on each hand is permitted. A ring may be worn on any finger.
- Earrings are not permitted.



# Discipline Policy

The appearance guidelines contained in this handbook have been established for *Disneyland® Resort*, *Walt Disney World® Resort*, and Disney Vacation Club properties and may be changed at any time. Failure of any Cast Member to adhere to these or any subsequently established or modified standards will result in appropriate disciplinary action, not excluding separation from the company. Cast Members, including those covered by a collective bargaining agreement, may be disciplined when the appearance policy is not followed.

Ensuring consistent administration of the Disney Look is the responsibility of local leadership and your Human Resources representative and Employee/Labor Relations. Questions regarding deviations from the policy should be referred to the Cast Image and Appearance team and Employee Relations for further assessment.

*This is a quick reference guide. Full details and guidelines are provided in the main sections of the book.*

Bracelets	Only a standard medical-alert bracelet is acceptable visibly.
Company ID	Must have with you at all times and be worn appropriately.
Contact Lenses	Eye color must be natural-looking.
Earrings	May not exceed the size of a quarter; must be matching pair.
Eyewear	Conservative color and style with only minimal logos.
Footwear	Footwear should be in good repair, solid in color and a polishable material.
Hair Accessories	Up to three, must be solid neutral or color that matches the costume.
Hair Color	Natural-looking and well maintained.
Hairstyle	Neatly combed and arranged. Extreme styles are not approved.
Highlights	Subtle highlighting is allowed as long as it creates a uniform look.
Hosiery	Hosiery is determined by theme and costume design. Confirm with Costuming.
Makeup	Natural-looking and well blended.
Nails	Should not exceed one fourth of an inch beyond the tip. Nail polish, if used, should be appropriate, neutral color. No decals.
Nametag	Worn on the upper left shoulder area of outermost layer of clothing. Must be in "good show" condition.
Necklaces	Only a standard medical-alert necklace is acceptable visibly.
Personal Electronic Devices	Personal devices must be silent, concealed and are not allowed to be used onstage.
Rings	Only one ring on each hand, with the exception of a wedding set.
Socks	Socks are determined by theme and costume design. Confirm with Costuming.
Sunglasses	Conservative color and style with only minimal logos. Mirrored and/or extreme dark lenses are not allowed.
Watches	Watch bands must be black, white, brown, silver or gold tone and should have only minimal ornamentation.

# Quick Search

## Non-Costumed Females

*This is a quick reference guide. Full details and guidelines are provided in the main sections of the book.*

Bracelets	Two bracelets in good business taste that coordinate with the outfit are approved.
Company ID	Must have with you at all times and be worn appropriately.
Contact Lenses	Eye color must be natural-looking.
Earrings	May extend up to two inches (approximately 5 cm), must be matching pair.
Eyewear	Conservative color and style with only minimal logos.
Footwear	Dress shoes or boots in good business taste are required.
Hair Accessories	Hair accessories should be conservative and coordinate with the outfit.
Hair Color	Natural-looking and well maintained.
Hairstyle	Neatly combed and arranged. Extreme styles are not approved.
Highlights	Subtle highlighting is allowed as long as it creates a uniform look.
Hosiery	If hosiery is worn, it should be sheer or opaque hosiery in subdued shades.
Makeup	Natural-looking and well blended.
Nails	Should not exceed one fourth of an inch beyond the tip. Nail polish if used should be appropriate, neutral color. No decals.
Nametag	Worn on the upper left shoulder area of outermost layer of clothing. Must be in "good show" condition.
Necklaces	Two necklaces in good business taste that coordinate with the outfit are approved.
Rings	Only one ring on each hand, with the exception of a wedding set.
Sunglasses	Conservative color and style with only minimal logos. Mirrored and/or extreme dark lenses are not allowed.
Watches	Watch bands must be black, white, brown, silver or gold tone and should have only minimal ornamentation.

*This is a quick reference guide. Full details and guidelines are provided in the main sections of the book.*

Bracelets	Only a standard medical-alert bracelet is acceptable visibly.
Company ID	Must have with you at all times and be worn appropriately.
Contact Lenses	Eye color must be natural-looking.
Earrings	Not permitted.
Eyewear	Conservative color and style with only minimal logos.
Facial Hair	Must be a fully grown-in and approved option or clean shaven.
Footwear	Footwear should be in good repair, solid in color and a polishable material.
Hair Color	Natural-looking and well maintained.
Hairstyle	Neatly cut, forming a symmetrical appearance and ending above the ears and shirt collar.
Highlights	Subtle highlighting is allowed as long as it creates a uniform look.
Nails	Clean, presentable and not extending beyond the tip of the finger.
Nametag	Worn on the upper left shoulder area of outermost layer of clothing. Must be in "good show" condition.
Necklaces	Only a standard medical-alert necklace is acceptable visibly.
Personal Electronic Devices	Personal devices must be silent, concealed and are not allowed to be used onstage.
Rings	Only one ring on each hand.
Sideburns	Must be neatly trimmed, straight, even in width, and permitted to extend to the bottom of the earlobe
Socks	Socks are determined by theme and costume design. Confirm with Costuming.
Sunglasses	Conservative color and style with only minimal logos. Mirrored and/or extreme dark lenses are not allowed.
Watches	Watch bands must be black, white, brown, silver or gold tone and should have only minimal ornamentation.

*This is a quick reference guide. Full details and guidelines are provided in the main sections of the book.*

Bracelets	One bracelet in good business taste that coordinates with the outfit.
Company ID	Must have with you at all times and be worn appropriately.
Contact Lenses	Eye color must be natural-looking.
Earrings	Not permitted.
Eyewear	Conservative color and style with only minimal logos.
Facial Hair	Must be a fully grown-in and approved option or clean shaven.
Footwear	Dress shoes and socks in good business taste are required.
Hair Color	Natural-looking and well maintained.
Hairstyle	Neatly cut, forming a symmetrical appearance and ending above the ears and shirt collar.
Highlights	Subtle highlighting is allowed as long as it creates a uniform look.
Nails	Clean, presentable and not extending beyond the tip of the finger.
Nametag	Worn on the upper left shoulder area of outermost layer of clothing. Must be in "good show" condition.
Necklaces	One necklace in good business taste that coordinates with the outfit.
Rings	Only one ring on each hand is acceptable.
Sideburns	Must be neatly trimmed, straight, even in width, and permitted to extend to the bottom of the earlobe
Socks	Dress socks in good business taste are required.
Sunglasses	Conservative color and style with only minimal logos. Mirrored and/or extreme dark lenses are not allowed.
Watches	Watch bands must be black, white, brown, silver or gold tone and should have only minimal ornamentation.



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